

**Program D: Job Training and Placement****OBJECTIVES AND PERFORMANCE INDICATORS**

Unless otherwise indicated, all objectives are to be accomplished during or by the end of FY 2002-2003. Performance indicators are made up of two parts: name and value. The indicator name describes what is being measured. The indicator value is the numeric value or level achieved within a given measurement period. For budgeting purposes, performance indicators are shown for the prior fiscal year, the current fiscal year, and alternative funding scenarios (continuation budget level and Executive Budget recommendation level) for the ensuing fiscal year of the budget document.

The continuation level performance values shown in the following standard performance tables reflect the agency's continuation level budget request.

The objectives and performance indicators that appear below are associated with program funding in both the Base Executive Budget and the Governor's Supplementary Recommendations for FY 2002-2003. Objectives 1, through 4, and 6 are associated with the Base Executive Budget, Objectives 5 is associated with the Governor's Supplementary Recommendations. Specific information on program funding is presented in the financial section.

## FY 2002-2003 PROGRAM PERFORMANCE FORM

DEPARTMENT ID: 14 Department of Labor

AGENCY ID: 14-474 Office of Workforce Development

PROGRAM ID: Program D: Job Training and Placement

1. (KEY) To ensure that workforce development programs provide needed services to all adults seeking to enter and remain in the workforce as measured by the satisfaction of employers and participants who received services from workforce investment activities.

Strategic Link: *Objectives I.1 and III.1*Louisiana: *Vision 2020* Link: Link: 1.6, 3.1, and 3.2

Children's Cabinet Link: Not applicable

Other Link's): Louisiana Strategic Five Year Workforce Investment Transition Plan of June 15,2000: Section III(B)(2)(a)(b), pages 36-38.

Explanatory Note: The Workforce Investment Act requires integrated service delivery to adults and dislocated workers in the one-stop center environment. The measures listed below are based on

| L<br>E<br>V<br>E<br>L | PERFORMANCE INDICATOR NAME                                       | PERFORMANCE INDICATOR VALUES                       |  |   |   |  |   |
|-----------------------|--|--|--|---|---|--|---|
|                       |  | YEAREND<br>PERFORMANCE<br>STANDARD<br>FY 2000-2001 | ACTUAL<br>YEAREND<br>PERFORMANCE<br>FY 2000-2001 | ACT 12<br>PERFORMANCE<br>STANDARD<br>FY 2001-2002 | EXISTING<br>PERFORMANCE<br>STANDARD<br>FY 2001-2002 | AT<br>CONTINUATION<br>BUDGET LEVEL<br>FY 2002-2003 | AT<br>RECOMMENDED<br>BUDGET LEVEL<br>FY 2002-2003 |
| S                     | Number of reportable services for jobseekers <sup>1</sup>        | 185,000  | 220,653  | 220,000   | 220,000   | 175,000 <sup>2</sup>                               | 175,000   |
| S                     | Number of reportable services for employers                      | 30,000   | 63,724   | 35,000  | 35,000  | 50,000   | 50,000  |
| K                     | Percentage of WIA program participant customer satisfaction rate | 60%  | 85%  | 68%   | 68%   | 70%  | 70%   |
| K                     | Percentage of Employer satisfaction rate                         | 60%  | 75.0%  | 68%   | 68%   | 70%  | 70%   |

<sup>1</sup> Indicator name modified to be constant with USDOL reporting requirements

<sup>2</sup> New USDOL required reporting system reduces the number of reportable services categories for job seekers. This will result in a reduced number of reportable services.

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DEPARTMENT ID: 14 Department of Labor

AGENCY ID: 14-474 Office of Workforce Development

PROGRAM ID: Program D: Job Training and Placement

2. (KEY) To provide adult and dislocated workers increased employment, earnings, education and occupational skills training opportunities by providing core, intensive, and training services, as appropriate, through a one stop environment.

Strategic Link: Objectives I.1 and III.1: *To increase occupational skill training, employment and earnings, to improve the quality of the workforce, and to assist businesses in finding qualified workers, and provide workforce development services for businesses in an integrated one-stop environment.*

Louisiana: Vision 2020 Link: Objective 1.6, 3.1 and 3.2

Children's Cabinet Link: Not applicable

Other Link(s): Louisiana Strategic Five Year Workforce Investment Transition Plan, June 15, 2000: Section IV (B)(4), page 53.

Explanatory Note: The Workforce Investment Act requires integrated service delivery to adults and dislocated workers in the one-stop career center environment. The measures listed below are based on integrated service delivery.

| L<br>E<br>V<br>E<br>L | PERFORMANCE INDICATOR NAME  | PERFORMANCE INDICATOR VALUES                       |  |   |   |  |   |
|-----------------------|---|--|--|---|---|--|---|
|                       |   | YEAREND<br>PERFORMANCE<br>STANDARD<br>FY 2000-2001 | ACTUAL<br>YEAREND<br>PERFORMANCE<br>FY 2000-2001 | ACT 12<br>PERFORMANCE<br>STANDARD<br>FY 2001-2002 | EXISTING<br>PERFORMANCE<br>STANDARD<br>FY 2001-2002 | AT<br>CONTINUATION<br>BUDGET LEVEL<br>FY 2002-2003 | AT<br>RECOMMENDED<br>BUDGET LEVEL<br>FY 2002-2003 |
| K                     | Number of adults entered employment   | 34,000   | 49,235   | 59,000  | 59,000  | 40,000 <sup>4</sup>                                | 40,000  |
| K                     | Adult employment retention rate - six months after exit <sup>1</sup>              | 75%  | 78%  | 76%   | 76%   | 76%  | 76%   |
| K                     | Adult average earnings change - six months after exit <sup>2</sup>                | 3,809  | \$3,242  | \$3,336   | \$3,336   | \$3,336  | \$3,336   |
| K                     | Dislocated workers earnings replacement rate - six months after exit <sup>3</sup> | 97%  | 105%   | 97%   | 97%   | 85% <sup>4</sup>                                   | 85%   |
| S                     | Dislocated workers entered employment rate  | 82%  | 77%  | 72%   | 72%   | 78%  | 78%   |
| K                     | Number of job orders entered onto LDOL website directly by employers              | not applicable                                     | not applicable                                   | not applicable                                    | not applicable                                      | 20%  | 20%   |
| S                     | Number of job orders received   | 27,000   | 26,688   | 27,000  | 27,000  | 27,000   | 27,000  |

<sup>1</sup> Indicator name changed to match USDOL indicator name

<sup>2</sup> Indicator name changed to match USDOL indicator name

<sup>3</sup> Indicator name changed to match USDOL indicator name

<sup>4</sup> The softening economy will affect the ability of adults served by LDOL program to enter employment. Dislocated workers that have an established work history will face fewer barriers to reemployment, however their wages will be lower than those they were earning prior to becoming dislocated. These indicators have been lowered to reflect this economic condition.

<sup>5</sup> New performance indicator to reflect new work processes

## FY 2002-2003 PROGRAM PERFORMANCE FORM

DEPARTMENT ID: 14 Department of Labor

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3. (KEY) To identify the needs of special applicant groups including veterans, older workers, welfare recipients and disabled workers, and coordinate activities to provide the services required to meet these needs.

Strategic Link: Objective I.1, II.1, and III.1: *To increase occupational skill training, employment and earnings for special applicant groups, especially to welfare recipients through the Welfare-to-Work Program. The purpose is to assist these persons retain employment through post-employment intervention, thus improving the quality of the workforce.*

Louisiana: Vision 2020 Link: Objective 1.6, 3.1 and 3.2

Children's Cabinet Link: Not applicable

Other Link(s): Louisiana Strategic Five Year Workforce Investment Transition Plan of June 15, 2000.: Section IV(B)(14), page 52, 67.

Explanatory Note: The Workforce Investment Act requires integrated service delivery to adults and dislocated workers in the one-stop career center environment. The measures listed below are based on integrated service delivery.

| L<br>E<br>V<br>E<br>L | PERFORMANCE INDICATOR NAME                                   | PERFORMANCE INDICATOR VALUES                       |  |   |   |  |   |
|-----------------------|--|--|--|---|---|--|---|
|                       |  | YEAREND<br>PERFORMANCE<br>STANDARD<br>FY 2000-2001 | ACTUAL<br>YEAREND<br>PERFORMANCE<br>FY 2000-2001 | ACT 12<br>PERFORMANCE<br>STANDARD<br>FY 2001-2002 | EXISTING<br>PERFORMANCE<br>STANDARD<br>FY 2001-2002 | AT<br>CONTINUATION<br>BUDGET LEVEL<br>FY 2002-2003 | AT<br>RECOMMENDED<br>BUDGET LEVEL<br>FY 2002-2003 |
| K                     | Number of reportable services for job seekers <sup>1</sup>   | 33,000   | 34,354   | 40,500  | 40,500  | 33,000 <sup>2</sup>                                | 33,000  |
| K                     | Number entered employment                                    | 8,000  | 9,030  | 11,700  | 11,700  | 7,224 <sup>4</sup>                                 | 7,224   |
| K                     | Follow-up retention rate - six months after exit             | 50   | 74   | 50%   | 50%   | 50%  | 50%   |
| K                     | Average earnings change - six months after exit <sup>3</sup> | 3,000  | 2,388  | \$3,000   | \$3,000   | \$3,000  | \$3,000   |

<sup>1</sup> The indicator name was modified to be consistent with the name in objective 1 performance indicator 1.

<sup>2</sup> New USDOL required reporting system reduces the number of reportable services categories for job seekers. This will result in reduced number of reportable services.

<sup>3</sup> The indicator name was modified to be consistent with USDOL indicator name

<sup>4</sup> Indicator lowered to reflect softening economy. Special applicant groups will face more difficulty entering employment

## FY 2002-2003 PROGRAM PERFORMANCE FORM

DEPARTMENT ID: 14 Department of Labor

AGENCY ID: 14-474 Office of Workforce Development

PROGRAM ID: Program D: Job Training and Placement

4. (KEY) To provide youth assistance in achieving academic and employment success by providing activities to improve educational and skill competencies and provide connections to employers.

Strategic Link: Objective I.1 : *To increase occupational skill training, employment and earnings for youth. The purpose is to assist youth to remain or return to school, gain educational credentials and enter the workforce successfully and begin to move up the career ladder.*

Louisiana: Vision 2020 Link: Objectives 1.6, 3.1, and 3.2

Children's Cabinet Link: Children's Budget Department Summary, Form Child DS and Form Child 2

Other Link(s): Louisiana Strategic Five Year Workforce Investment Transition Plan: Section IV (B) (14), p. 62.

Explanatory Note: The Workforce Investment Act requires integrated service delivery to adults and dislocated workers in the one-stop career center environment. The measures listed below are based on integrated service delivery.

| L<br>E<br>V<br>E<br>L | PERFORMANCE INDICATOR NAME  | PERFORMANCE INDICATOR VALUES                       |  |   |   |  |   |
|-----------------------|---|--|--|---|---|--|---|
|                       |   | YEAREND<br>PERFORMANCE<br>STANDARD<br>FY 2000-2001 | ACTUAL<br>YEAREND<br>PERFORMANCE<br>FY 2000-2001 | ACT 12<br>PERFORMANCE<br>STANDARD<br>FY 2001-2002 | EXISTING<br>PERFORMANCE<br>STANDARD<br>FY 2001-2002 | AT<br>CONTINUATION<br>BUDGET LEVEL<br>FY 2002-2003 | AT<br>RECOMMENDED<br>BUDGET LEVEL<br>FY 2002-2003 |
| K                     | Number of youth entered employment  | 10,000   | 10,748   | 16,800  | 16,800  | 10,000 <sup>1</sup>                                | 10,000  |
| K                     | Retention rate in employment, post-secondary education or advanced training | 82   | 72%  | 75%   | 75%   | 75%  | 75%   |
| K                     | Attainment of basic skills, work readiness or occupational skills           | 1,308  | 674  | 1,308   | 1,308   | 1,000  | 1,400   |
| S                     | Number of youth who received some reportable service(s)                     | 7,000  | 4,233  | 44,500  | 44,500  | 35,000   | 35,000  |

<sup>1</sup> Indicator lowered to reflect softening economy. Youth will face more difficulty entering employment.

## FY 2002-2003 PROGRAM PERFORMANCE FORM

DEPARTMENT ID: 14 Department of Labor

AGENCY ID: 14-474 Office of Workforce Development

PROGRAM ID: Program D: Job Training and Placement

5. (KEY) The Welfare-to-Work program will increase employment and earnings and decrease dependency on welfare for 3,372 welfare recipients facing serious barriers to employment.

Strategic Link: Objective I.1 - *To increase the employment and earnings. Objective II.1 To increase employment and earnings and decrease dependency on welfare.*

Louisiana: Vision 2020 Link: Goal 3: Objective 3.1, and 3.2

Children's Cabinet Link: Children's Cabinet Budget Dept. Summary, from Child-DS and from Child-2

Other Link(s): Louisiana Strategic Five Year Workforce Investment Transition Plan date June 15, 2000; See III(A), p 19; Sec. IV, p.20; See IV (B)(4), p 53.

Explanatory Note: The Welfare-to-Work program was authorized to provide transitional and employment assistance to move the hard-to-employ TANF welfare recipients into unsubsidized jobs and economic self-sufficiency.

| L<br>E<br>V<br>E<br>L | PERFORMANCE INDICATOR NAME   | PERFORMANCE INDICATOR VALUES                       |  |   |   |  |   |
|-----------------------|--|--|--|---|---|--|---|
|                       |  | YEAREND<br>PERFORMANCE<br>STANDARD<br>FY 2000-2001 | ACTUAL<br>YEAREND<br>PERFORMANCE<br>FY 2000-2001 | ACT 12<br>PERFORMANCE<br>STANDARD<br>FY 2001-2002 | EXISTING<br>PERFORMANCE<br>STANDARD<br>FY 2001-2002 | AT<br>CONTINUATION<br>BUDGET LEVEL<br>FY 2002-2003 | AT<br>RECOMMENDED<br>BUDGET LEVEL<br>FY 2002-2003 |
| S                     | Number served  | 5,548  | 7,043  | 3,372   | 3,372   | 8,200 <sup>1</sup>                                 | 8,200   |
| K                     | Number entered employment  | 2,940  | 4,072  | 1,787   | 1,767   | 5,000 <sup>1</sup>                                 | 5,000   |
| K                     | Follow-up retention rate - six months after placement <sup>2</sup> | 61%  | 72.0%  | 70%   | 70%   | 70%  | 70%   |
| K                     | Follow-up earnings - six months after placement <sup>2</sup>       | \$6.04   | \$5.69   | \$6.04  | \$6.04  | \$6.04   | \$6.04  |
| S                     | Average cost to serve a participant                                | 3,433  | \$3,905  | \$3,433   | \$3,433   | \$3,000  | \$3,000   |
| K                     | Earnings gains rate - six months after placement                   | not applicable                                     | 53%  | 65%   | 65%   | 55%  | 55%   |

<sup>1</sup> WtW utilizes cumulative counts because of nature of program. Due to termination of this program in February, 2003 and reduced funding levels, the rate of number served and number entered employment is slowing.

<sup>2</sup> Section 645.420 of the WtW Regulations requires LDOL to report retention and earnings gain at six months following initial placement in unsubsidized employment (see indicator 6). There is no termination measurement in WtW. LDOL has reported using this methodology since the inception of WtW.

<sup>3</sup> Recommended level standards are reduced because \$1.1M of funding is contingent upon renewal of the individual income tax limitation on excess deductions.

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PROGRAM ID: Program D: Job Training and Placement

6. (KEY) Through the Incumbent Worker Training program, to implement customized training programs with eligible employers for upgrade or job retention training resulting in a 10% wage increase.

*Strategic Link: Office of Workforce Development Mission - The Office of Workforce Development will provide high quality employment, training, supportive services and other related services to businesses and job seekers through a network of customer-friendly workforce centers and electronic links, to develop a diversely skilled workforce with access to good paying jobs.*

*Louisiana: Vision 2020 Link:* Goal 1.6: To have a workforce with the education and skills necessary to work productively in a knowledge-based economy. Goal 1.7: To have a business community dedicated to the ongoing education of its employees. Goal 3.1: To increase personal income and the number and quality of jobs in each region of the state.

*Children's Cabinet Link:* Not applicable

*Other Link(s):* Louisiana Strategic 5 Year Workforce Investment Transition Plan II.A.3 (Pgs. 19-20) June 15, 2000 Plan - One Stop Integrated Service Delivery System

Explanatory Note:

| L<br>E<br>V<br>E<br>L | PERFORMANCE INDICATOR NAME                                    | PERFORMANCE INDICATOR VALUES                       |  |   |   |  |   |
|-----------------------|---|--|--|---|---|--|---|
|                       |   | YEAREND<br>PERFORMANCE<br>STANDARD<br>FY 2000-2001 | ACTUAL<br>YEAREND<br>PERFORMANCE<br>FY 2000-2001 | ACT 12<br>PERFORMANCE<br>STANDARD<br>FY 2001-2002 | EXISTING<br>PERFORMANCE<br>STANDARD<br>FY 2001-2002 | AT<br>CONTINUATION<br>BUDGET LEVEL<br>FY 2002-2003 | AT<br>RECOMMENDED<br>BUDGET LEVEL<br>FY 2002-2003 |
| K                     | Average percentage increase in earnings for employees trained | 10%  | 15.00%   | 10%   | 10%   | 10%  | 10%   |
| S                     | Number of employees trained                                   | 35,716   | 7,522  | 18,580  | 18,580  | 18,500   | 18,500  |
| K                     | Customer satisfaction rating                                  | 75%  | 99%  | 75%   | 75%   | 75%  | 75%   |
| S                     | Average cost to serve a participant                           | 1,342  | \$711  | \$1,342   | \$1,342   | \$750  | \$750   |

## FY 2002-2003 PROGRAM PERFORMANCE FORM

DEPARTMENT ID: 14- Department of Labor

AGENCY ID: 14-474 Office of Workforce Development

PROGRAM ID: Program D: Job Training and Placement Program

| GENERAL PERFORMANCE INFORMATION: TITLE I OF THE WORKFORCE INVESTMENT ACT |                                    |                                    |                                    |                                    |                                    |
|--|------------------------------------|------------------------------------|------------------------------------|------------------------------------|------------------------------------|
| PERFORMANCE INDICATOR NAME   | PERFORMANCE INDICATOR VALUES       |                                    |                                    |                                    |                                    |
|  | PRIOR YEAR<br>ACTUAL<br>FY 1996-97 | PRIOR YEAR<br>ACTUAL<br>FY 1997-98 | PRIOR YEAR<br>ACTUAL<br>FY 1998-99 | PRIOR YEAR<br>ACTUAL<br>FY 1999-00 | PRIOR YEAR<br>ACTUAL<br>FY 2000-01 |
| <b>Adult Program</b>   |                                    |                                    |                                    |                                    |                                    |
| Number enrolled  | 3,938                              |                                    |                                    |                                    |                                    |
| Entered Employment Rate  | 94.2%                              |                                    |                                    |                                    |                                    |
| Employment Retention Rate - six months after exit                        | 75%                                |                                    |                                    |                                    |                                    |
| Average Earnings Gain - six months after exit                            | \$3,048                            |                                    |                                    |                                    |                                    |
| Credential/Diploma Rate  | N/A                                |                                    |                                    |                                    |                                    |
| <b>Older Youth Program</b>   |                                    |                                    |                                    |                                    |                                    |
| Number enrolled  | 1,052                              |                                    |                                    |                                    |                                    |
| Entered Employment Rate  | 61.1%                              |                                    |                                    |                                    |                                    |
| Employment Retention Rate - six months after exit                        | 75.0%                              |                                    |                                    |                                    |                                    |
| Average Earnings Gain - six months after exit                            | 3,599                              |                                    |                                    |                                    |                                    |
| Credential/Diploma Rate  | N/A                                |                                    |                                    |                                    |                                    |
| <b>Younger Youth Program</b>   |                                    |                                    |                                    |                                    |                                    |
| Number enrolled  | 3,181                              |                                    |                                    |                                    |                                    |
| Retention rate in employment, post-secondary                             | 50.1%                              |                                    |                                    |                                    |                                    |
| Diploma or Equivalent Rate   | 70.1%                              |                                    |                                    |                                    |                                    |
| Skill Attainment Rate  | 84.6%                              |                                    |                                    |                                    |                                    |
| <b>Dislocated Worker Program</b>   |                                    |                                    |                                    |                                    |                                    |
| Number enrolled  | 2,373                              |                                    |                                    |                                    |                                    |
| Entered Employment Rate  | 80.6%                              |                                    |                                    |                                    |                                    |
| Employment Retention Rate - six months after exit                        | 79.2%                              |                                    |                                    |                                    |                                    |
| Earnings replacement rate  | 125.5%                             |                                    |                                    |                                    |                                    |
| Credential/Diploma Rate  | N/A                                |                                    |                                    |                                    |                                    |

Explanatory Note: The General Performance Information Table reflects prior year information regarding the first year of the Workforce Investment Act (WIA) that replaced JTPA. The Workforce Investment Act requires integrated service delivery in one-stop shop environment and has different performance indicators from those used by JTPA.